

REMARKS

This Request for Reconsideration is submitted in conjunction with a Request for Continued Examination and in response to an outstanding Office Action (Final Rejection) dated June 13, 2005, the shortened statutory period for response set to expire on September 13, 2005. Accordingly, no extension of time is believed due. In the event that the Commissioner determines that an extension of time is required or a fee due, the undersigned hereby petitions for any required extension of time and authorizes the Commissioner to charge any required fee to the Milbank Deposit account 13-3250. A duplicate of this sheet is enclosed.

I. Status of the Claims

By this amendment claims 1-17 are cancelled without prejudice and new claims 18-23 are presented. Claims 18-23 are now pending in the application. Claims 18, 19, 22 and 23 are independent claims.

Applicants acknowledge the Examiner's citation of statutory authority as a basis for claim rejections.

II. Rejections under 35 U.S.C. § 102(e)

The Examiner has rejected Claims 1-17 under 35 U.S.C. § 102 as being anticipated by U.S. Published Patent Application No. US-2002/0131067 to Cox.

New claim 18 recites: A communication system in which a user apparatus and a service providing apparatus are capable of communicating with each other via a network: said user apparatus comprising, image forming apparatus information input means for inputting information for identifying an image forming apparatus having a problem; problem details input means for inputting details of the problem which occurred in said image forming apparatus; display means for displaying said problem details and a list of concerning problem degrees; selection means for selecting a problem degree from said list; and transmitting means for

transmitting said selected problem degree to the service providing apparatus: said service providing apparatus comprising: receiving means for receiving the problem degree from said user apparatus; and analyzing means for analyzing said received problem degree.

New claim 19 recites: A communication apparatus, comprising: image forming apparatus information input means for inputting information for identifying an image forming apparatus having a problem; problem details input means for inputting details of the problem which occurred in said image forming apparatus; display means for displaying said problem details and a list of concerning problem degrees; selection means for selecting a problem degree from said list; and transmitting means for transmitting said selected problem degree to an external apparatus.

New claim 22 recites: A method of controlling a communication apparatus, comprising: an image forming apparatus information input step of inputting information for identifying an image forming apparatus having a problem; a problem details input step of inputting details of the problem which occurred in said image forming apparatus; a display step of displaying said problem details and a list of concerning problem degrees; a selection step of selecting a problem degree from said list; and a transmitting step of transmitting said selected problem degree to an external apparatus.

New claim 23 recites: A computer-readable program comprising program codes for controlling a communication apparatus, comprising: an image forming apparatus information input step of inputting information for identifying an image forming apparatus having a problem; a problem details input step of inputting details of the problem which occurred in said image forming apparatus; a display step of displaying said problem details and a list of concerning problem degrees; a selection step of selecting a problem degree from said list; and a transmitting step of transmitting said selected problem degree to an external apparatus.

Applicant respectfully submits that in the claimed inventions of claims 18, 19, 22 and 23, a user may notify an external apparatus or service provider about problem degrees experienced by the user in the image forming apparatus. By contrast, *Cox* discloses a printer notifying a client terminal of an error code corresponding to a printer error type such as sheet empty. *Cox*, does not disclose or suggest displaying problem details and a list concerning problem degrees, selecting a problem degree from the list, and transmitting the selected problem degree to a service provider apparatus or an external apparatus.

III. Request for Reconsideration

Applicant respectfully submits that the claims of this application are in condition for allowance. Accordingly, reconsideration of the rejection and allowance is requested. If a conference would assist in placing this application in better condition for allowance, the undersigned would appreciate a telephone call at the number indicated.

Respectfully submitted,
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